

# **Thuy Cao AI Architech Onboarding Call - February 13**

[\*\*VIEW RECORDING - 37 mins \(No highlights\)\*\*](#)

**@0:02 - Julieta Rodriguez**

How's everyone doing?

**@0:06 - Ryan Christmas (iamryanxmas@gmail.com)**

Fabulous. Friday, right?

**@0:10 - Thuy @Voshellspharmacy**

Yeah, happy Friday.

**@0:12 - Julieta Rodriguez**

Yeah, happy Friday. I think everyone's here except for Andres. I'm going to send him a quick message. While we're doing that, Ryan, would you like to explain to Thuy what we were talking about regarding Monday and the start date and your hardware?

**@0:37 - Ryan Christmas (iamryanxmas@gmail.com)**

Yeah, so yeah, you kind of just laid it all out. So for this task, I have a dedicated computer hardware that I'll be using, but I won't actually have that with me.

It's I'm going to be picking it up on Monday, hopefully, hopefully sooner. So I just wanted to, you know, be

Be transparent about that, you know, because it could affect the start date that was on the, the agreement. So, yeah, just reason being, don't want your information to be on the same device as, as other, yeah, you know.

@1:19 - Thuy @Voshellspharmacy

I appreciate that. Yeah. So tentatively, do you know, do you have an idea when you have a better idea of, you know?

@1:31 - Ryan Christmas (iamryanxmas@gmail.com)

Monday, four o'clock.

@1:33 - Thuy @Voshellspharmacy

Monday, four o'clock?

@1:35 - Ryan Christmas (iamryanxmas@gmail.com)

Yeah, four in the afternoon. Yeah, that's like, around that.

@1:42 - Thuy @Voshellspharmacy

So, so I guess I can do your onboarding on Tuesday morning. Would that be fine at 9am? And I'll do the one for Andres at 9am if he's showing up, I guess.

@1:58 - Ryan Christmas (iamryanxmas@gmail.com)

Yeah, that, that would, that would work better.

@1:59 - Thuy @Voshellspharmacy

there. Okay. Yeah, it's okay. I don't want to just stress about it. The goal is not to be stressing about those technicalities.

It's not worth it. So, yeah, I'm all good to start you. Yeah, no.

**@2:13 - Ryan Christmas (iamryanxmas@gmail.com)**

Great.

**@2:14 - Thuy @Voshellspharmacy**

So, if anything happens, if I suddenly have it sooner, I'll reach out and I'll let you know. Sounds good.

Yeah.

**@2:26 - Ryan Christmas (iamryanxmas@gmail.com)**

Great. Thanks Julieta. It's Julieta, right? I'm saying that right? Okay.

**@2:40 - Julieta Rodriguez**

Yeah, sorry. I was trying to call Andres so that he can join us as soon as possible. Simple. So. um so what we are waiting for him oh here he is there we go hello andres can you hear us hello Julieta how are you hi andres how are you i'm good thank you excellent excellent hi Thuy how are you fine and you i'm fine thank you sorry i was a little late but just have some technical issues that's fine uh that's okay that's okay uh

Alright, so thank you everyone for joining us today. So the first thing that I wanted all of us to align on is, you know, Thuy, the expectations for the first, you know, at least 30 days, you mentioned an onboarding for Andres on Monday and Ryan Tuesday.

So, how would you like that to go and then to see their progress?

**@4:36 - Thuy @Voshellspharmacy**

Okay, let me share my screen. I think I got something here.

**SCREEN SHARING: Thuy started screen sharing - [WATCH](#)**

[@4:42](#) - andres victoria

Thank you. Julieta, could you please just allow my note taker to get into the meeting, please?

[@4:49](#) - Julieta Rodriguez

Yeah, I have. I accepted it.

[@4:53](#) - andres victoria

Oh, thank you.

[@4:54](#) - Julieta Rodriguez

Awesome. It's here in the meeting.

[@4:57](#) - Thuy @Voshellspharmacy

It's so Thank And You're right, so thank Obviously, Thank you, Andres and Ryan, to accept the agreement. I'm so excited that finally you have a marketing team.

Yes, finally I was the head of that, not doing such a good job. So, I'm super excited that you have decided to offer your help.

Kudos to you. So, it's a partnership. I feel like it. So, it's just some housekeeping items. Rule of thumb, as long as you communicate with me and the team, we're all grownups.

Hopefully, we have common sense, all of us. As long as there's good communications, don't let anything brew. That's how I would say.

And, you know, voice your opinions. And I think that we can build something extraordinary with Voshells and also solar infusion.

So, Monday, I'm trying to do that kickoff with you, that onboarding at 9am Eastern Time for Andres, and then for Ryan, if you can unmake it, we'll do yours on Tuesday, no worries.

Okay. So we're small, so there's no red tape, and we try to work a little bit more efficiently without those big corporate red tapes.

All right, so, I wrote that down, you know, you make your own shift for 9 to whatever, if you want to take half an hour lunch, one hour lunch, it's up to you.

We all have a life, as long as you communicate with me, okay, Thuy, I have a vacation, I got a doctor's appointment, I won't be online, just communicate like on Slack to the team, because you're going to be working with me, but also with the SDR, with RAA, RANA, with Technology.

. As long as you put on the side channel hey guys I'm gonna be off here for a couple of hours I'll be back on tuning in you know it's it's not I it's not a problem for me any questions here?

No?

[@7:17](#) - Ryan Christmas ([iamryanxmas@gmail.com](mailto:iamryanxmas@gmail.com))

Yeah.

[@7:21](#) - Thuy @Voshellspharmacy

So Monday or Tuesday we're gonna start the session with you and Raina he's gonna set you up with some.

technology access is gonna provide you access to the CRM go high level as well as with your email address your Google Drive Slack we communicate on Slack and Airtable with which is our project management system I believe that you know next week will be kind of discovery phase.

**ACTION ITEM: Map 90-day plan for Andres & Ryan; share for feedback next week - [WATCH](#)**

The faster the discovery phase, and i will map out this weekend what i think should be for your 90 days.

You can review it next week and let me know okay i don't and give me your feedback if it's reasonable or not reasonable.

They are most likely, both of them are most likely considered as like a new baby. Okay? A new baby that we have to feed, educate, and make sure that it gets up and running and become a young adult.

That's basically what i have for Rochelle in terms of infrastructure. Okay?

[@8:48](#) - andres victoria

Okay.

**@8:50 - Thuy @Voshellspharmacy**

So some of the required tools, we're going to dive more deeply next week. Tear our mind because we sometimes .

Working with HIPAA-sensitive items, Ryan will set you up with all of this. Any questions on this?

**@9:10 - andres victoria**

No.

**@9:11 - Thuy @Voshellspharmacy**

Okay. So, I'm pretty sure I'm going to make Julieta's life a little bit easier. So compensation and invoicing. So whatever your agreement says, just send me that invoice.

If it's monthly or bi-weekly, so I do have a WISE account, most likely I said it was WISE, but if you have any, I don't do Payoneer, because it's a pain, and I was never able to verify the business idea whatsoever, so Payoneer does not work for me, I do have PayPal, WISE, and we can also do ACH, but yeah.

Let me know what works for you guys.

**@11:00 - andres victoria**

Yeah, I mean, well, I don't know if you had a chance to take a look on what I sent to Julieta, or actually, for me, it would be better if it could be weekly, but I don't know if you, I mean, finally, it doubles out the agreement.

**ACTION ITEM: Confirm Andres's invoicing cadence (bi-weekly vs weekly); update Andres - WATCH**

**@11:23 - Thuy @Voshellspharmacy**

Yeah, I think the agreement, we say bi-weekly, right, for you? That's why we left that, right, Julieta? I'm going to revert back to you, I can't remember.

[@11:34](#) - andres victoria

Oh, but yeah, I mean, I, we can, we can, we can, I mean, we can check that later, don't worry about it.

[@11:39](#) - Thuy @Voshellspharmacy

Okay. I'm going to give you, so we do Slack, we do not Zoom meeting, but Google Meet a lot, and then here's my WhatsApp phone number in case you need to reach me via text.

that'll do it. So I'm going to give you my personal one in case you need to reach out personally.

But, you know, Slack or either or works fine with me. Okay, so making sure that you have data security and compliance because we work in the pharmacy.

So a lot of HIPAA and a lot of things that we got to do. And there are things that we cannot say and say also in terms of marketing the drugs that we make.

So we cannot do that. Same thing for the infusion. So there's a lot of red tape and we have to navigate around it.

And confidentiality, obviously.

[@12:53](#) - Ryan Christmas (iamryanxmas@gmail.com)

I think that's it. Sorry, quick question about that. Yeah. Is, is, are, like, I guess I'm... Monday or Tuesday, is there going to be more of like an in-depth, you know, guideline on the compliance on terms we can use, what not use, things like that?

[@13:13](#) - Thuy @Voshellspharmacy

Yes. There's going to be more guidance in terms of marketing. So probably I'm going to have to approve some of your marketing materials before you launch it out.

And eventually having a bot, we're building a bot, so that you can run it through, we're going to upload protocols, but I want to teach you and go through some of that, and then later me off, and then you're running through the bot, and we can tell you, oh, you might want to rephrase this.

So, but that's, yes. Okay. Any other questions? That was a good question. Okay. Okay. Let's move on. So. So Monday, start at 9am or Tuesday.

Those are some of the items, action items for Monday. So there's nothing much today for you to do over the weekend.

It's just like a quick welcome aboard before we join before the weekend. That's it. Ryan, go ahead.

**@14:24 - Ryan Christmas (iamryanxmas@gmail.com)**

Yeah, sorry about the slide before it. You mentioned in my agreement, section eight about, you know, compliance tools using AI and, you know, how the AI cannot touch the patient data, which I completely understand.

But on Monday, are we going to go into more depth about what we can use the technology for as far as like, you know, building systems and things like that?

**ACTION ITEM: Email Rana re: AI/compliance guidelines; share response w/ Ryan & Andres - WATCH**

Yes. Or do you know? No, no, And like, hey, you can use Claude for this, but you can't use Claude for that, or something like that.

**@15:08 - Thuy @Voshellspharmacy**

So that's a question that I will revert back to Rana, because that's, you know, he's going to be here on Monday, and he'll be, he's trained for that, and he knows what the process is.

But in a nutshell, I know that Guha level is HIPAA compliant. Google is HIPAA compliant, we have a BAA, Slack is not, Airtable is not, so what we do is that we're masking the information before we send it over to those platforms.

And I know that he's working on some bot locally that he has installed locally on one of the computers.

But those are good questions for him on Monday. Okay.

**@15:54 - Julieta Rodriguez**

In case anyone doesn't know, so Rana is the AIR. The that Thuy has hired with us previously. He's been working with you for, what is it, a month, two months now?

Two months now. Yeah, so he has been working with Thuy for two months now. He is going to be, you know, helping you with credentials and all of that.

So he was the first hire that Thuy made with us. So you will be meeting him and the rest of the team as well.

[@16:30](#) - Ryan Christmas ([iamryanxmas@gmail.com](mailto:iamryanxmas@gmail.com))

Great.

**ACTION ITEM: Email Thuy payment method/cadence (WISE/PayPal/ACH; monthly/bi-weekly); then invoice end of month - [WATCH](#)**

**ACTION ITEM: Email Thuy payment method/cadence (WISE/PayPal/ACH; monthly/bi-weekly); then invoice end of month - [WATCH](#)**

[@16:32](#) - Julieta Rodriguez

Excellent. That's it for me. That's it for you, Thuy? Yeah. Great. Excellent, excellent. So, yeah, just for Ryan and for Andres, make sure to clarify what payment platform or payment, you know, type you need when it comes to a salary.

30-day, So So, let Thuy know beforehand, so you can plan that out. Let's see. So, apart from that, Thuy, is there anything that you would like them to know about your team, the way that you work, the way that your team works?

[@17:17](#) - Thuy @Voshellspharmacy

Not really. Like I said, we're pretty much open collaboration. That's what I'm trying to get at, collaborate all together.

And to make the best of 2026, with our vision and mission. So, I'm not sure if I mentioned that to you, we are in four states here, for Rochelle, I'm talking.

So, Rochelle's Pharmacy is in four states. We're planning to do 15 states this year, and then opening our first flagship by the end of this year in the Middle East.

So we need to have that connection. So you will need to market that to the end user, but also to find partners that resonate with us that have the same cultural mindset to help the public.

So, yes, we need to have a network of providers that we want to work with. And that is your B2B outreach.

@22:27 - Ryan Christmas (iamryanxmas@gmail.com)

I see. Okay. And just one question about the, you said you, you, you have wise and you have like these different payment processes.

Is there like a specific day when, when, when salary goes out, for example, is it every first and 14th or are you doing the every first of the month or what do you, is it like a payroll or payment schedule?

@22:56 - Thuy @Voshellspharmacy

Usually, that's the runner thing. . He helped me coordinate that with the offsite team so i think like if you work on the 16th then you will send it if you're on a monthly basis so to make it easier for me send it at the end of the month so that it's like a two weeks break and then the next cycle is a month a full month so you're in the same loop than everybody else so i don't have to look at 10,000 invoices and throughout the months remember who started when and when you know because you might there's some other team that start the beginning of the month, mid month, third month, third week so i'm trying to catch up that way makes it easier for me to remember to send it to you would that be a problem no it wouldn't it would be a problem um the the bi-weekly thing is interesting but i do like the you know we can well if you start the beginning of the beginning month

@24:00 - Ryan Christmas (iamryanxmas@gmail.com)

We could do like a two-week thing, and then the next month can roll over to like a 30-day, 80-day year.

@24:07 - Thuy @Voshellspharmacy

Yeah, we can discuss about this.

[@24:10](#) - Ryan Christmas ([iamryanxmas@gmail.com](mailto:iamryanxmas@gmail.com))

Sure, okay. I think that's it for me for now.

[@24:17](#) - Julieta Rodriguez

Excellent. Andres, any questions? Any doubts?

[@24:22](#) - andres victoria

Yeah, I had some questions. They just came out more than technical questions, but I don't know. I mean, the first one that I have is around the lead entry.

What I wanted to do to understand is where do most prescribers leads currently come from?

[@24:42](#) - Thuy @Voshellspharmacy

So the prescribers leads come from outreach that we do. So I do have a few BDRs here that go out on the field and they knock on their doors and gave me a flyer.

**ACTION ITEM: Review Apollo prescriber outreach; test/optimize messaging; report metrics to Thuy - [WATCH](#)**

It's not working right, to be honest with you. We also have leads coming from referral. They're calling us because one doctor referred them.

We started Apollo and automating some of those outreach, but the marketing message needs to be tweaked because it's done by Rana and Austin.

We did that the first two weeks now. I need somebody like you to analyze the message, test it, change it, experiment with it, and then get data.

**ACTION ITEM: Build patient retention marketing system for Voshells - [WATCH](#)**

**ACTION ITEM: Build prescriber retention marketing system for Voshells - [WATCH](#)**

So now we got data back on the number of open emails and things like that. There's prescriber outreach that I need you to work with, Andres, but there's also patient retention and prescriber retention.

**ACTION ITEM: Develop social media strategy and content plan for Voshells - [WATCH](#)**

So we don't have that in the pipeline, and they don't know sometimes the new products that we make, the new companies.

Same with those patients so we don't have a marketing system in place for that social media as well so for social media i do have a creative person she's just go with the flow and and but there's no strategy and it doesn't turn out anything if you look at our post it doesn't relate to anything on Facebook or you know on Instagram it doesn't you know translate to any transactions after that.

@26:42 - andres victoria

No conversions at all. And when a new lead comes in what happens first i mean there's a follow-up is the art calls or a manual outreach.

@26:54 - Thuy @Voshellspharmacy

Well a lot of that is for you to give me your opinion.

@26:59 - Ryan Christmas (iamryanxmas@gmail.com)

Yes.

@26:59 - Thuy @Voshellspharmacy

Yes. Yes. Yes. Thank As I said, I don't know nothing about marketing. I go with my nose. I feel it.

So that's why I hire you guys.

@27:10 - andres victoria

Okay.

@27:11 - Thuy @Voshellspharmacy

That's why I hire you. I don't know nothing about this.

[@27:16](#) - andres victoria

What's your website looking?

[@27:20](#) - Ryan Christmas ([iamryanxmas@gmail.com](mailto:iamryanxmas@gmail.com))

Sorry, I didn't mean to jump in. I thought maybe you go first. I was just going to ask about the website or if there's a landing page.

Like, where are people putting their names and phone numbers and emails? Where are they going to do that?

[@27:34](#) - Thuy @Voshellspharmacy

So Voshellspharmacy has the website where they put their things in, go high level, social media. So we're trying to capture, but it's not, we don't have a funnel marketing at all.

The person who's handling that is not doing great. I'd like to give you an example. We do have a webinar.

We educate the patient every third Wednesday of the month. So it's next. It's in third Wednesday, so that's next week, okay?

We've been doing that for four, five, six months, five months now. It's not even our website. I said, what the hell are you doing, guys?

It's not even our website. I'm like, hello, you're telling me we only got two people every month, and then you're not happy, and then there are some basic things that needs to happen on the website, social media, and I don't know.

**ACTION ITEM: Build Sola Infusion website; buy domain; coordinate w/ Thuy - [WATCH](#)**

I'm just like, I gave up, so that's why I'm giving this to you. For Sola Infusion, there's no website, so you have to create it from scratch.

[@28:37](#) - Ryan Christmas ([iamryanxmas@gmail.com](mailto:iamryanxmas@gmail.com))

Okay, and like domain, and buy a domain name, and all that stuff?

@28:42 - Thuy @Voshellspharmacy

I think you can use, yeah, GoDaddy, but I think you can, can you repurpose Sola Pharmacy website? Because Sola Pharmacy can be, I don't know, I'm just throwing out there, or you want to start a new one.

I have no idea.

@28:54 - Ryan Christmas (iamryanxmas@gmail.com)

I can, like, I can, I'm, I like web design, so. So if you're trusting me with that, it's all yours.

Fantastic.

@29:08 - Thuy @Voshellspharmacy

Take off some problems off my plate, please, Ryan, and convert. That's all I'm saying, guys. You know, I think my advice is treat it as if it was your business, like you're the entrepreneur, and I think we won't have any problems.

@29:31 - Ryan Christmas (iamryanxmas@gmail.com)

Right.

@29:32 - andres victoria

And, okay, so, well, I'm saying that we're going to have to start from scratch. That's good. But by now, how are you recording this?

You know, like, do you have somewhere that you have, like, some kind of source of truth where you, I mean, even a spreadsheet or a CRM or something?

we do have go-high-level.

@29:55 - Thuy @Voshellspharmacy

No, we have go-high-level. We have, we have go-high We have leads coming through, but it's just need to be worked on.

It's not, they did somewhat a good job, somewhat okay job with my guidance, but I usually take it further.

I need to be able to build a system where we can scale and eventually be able to, I'm going to show my screen, be able to eventually sell that platform to other pharmacies.

**SCREEN SHARING: Thuy started screen sharing - [WATCH](#)**

[@30:29](#) - Ryan Christmas (iamryanxmas@gmail.com)

Does that make sense? Yeah.

[@30:33](#) - andres victoria

Can you see my screen?

[@30:35](#) - Ryan Christmas (iamryanxmas@gmail.com)

Yes.

[@30:37](#) - andres victoria

We can. I can't.

[@30:41](#) - Julieta Rodriguez

Oh, you can't?

**ACTION ITEM: Build GoHighLevel dashboards for Voshells & Sola; include GBP metrics - [WATCH](#)**

[@30:43](#) - andres victoria

Hold on. No, I can't.

@30:45 - Julieta Rodriguez

Oh, that's weird.

@30:47 - andres victoria

No, no, I see it.

@30:48 - Thuy @Voshellspharmacy

Good. You see GoHarevo?

@30:50 - Julieta Rodriguez

Great.

@30:52 - Ryan Christmas (iamryanxmas@gmail.com)

Yeah.

@30:53 - Thuy @Voshellspharmacy

So GoHarevo, so you have Voshell and Solai, so that's the dashboard for Voshell. dashboard video. you to You This is the some of the leads that they have for the BDR and SCR so we did have we do have some Google and I think it was there it's not there anymore Facebook was here but I don't know so that that's for you to manage and to give me a dashboard where I see metrics and we're improving um is there a a Google business profile for either or or yes we do have a we have a good business profile for Solai Pharmacy and and Voshellspharmacy but i don't know why it's not even on here who's to who's running the meetings do you have like a sales clinical or even you the sales meeting you mean you

@32:00 - andres victoria

Yeah, yeah, like the meetings for the closing, or?

@32:04 - Thuy @Voshellspharmacy

Yeah, so for the closing... Yeah, usually it's me, and then Hazar, but our sales pipeline needs to be chunked down.

To give you an idea for a prescriber to come on board with us, it takes them sometimes two months, we need to find a way to chunk it down to a couple weeks.

Like sometimes it's more than two months, probably four months. And they always say, yes, yes, too long. say, yes, yes, I'm interested to work with Voshell.

So we need to incentivize them to work with us faster and right away. So that's why I created a prescriber portal.

We developed a prescriber portal for them to have access to our SKUs of compounds that we make. But that's why I also need your help with that.

Thank Yeah. There's a lot of bottlenecks, you'll see.

@33:05 - andres victoria

So in that, inside that, the portal is where you can find out how do you know, I mean like the provider, when the provider writes their first prescription, right?

@33:17 - Thuy @Voshellspharmacy

Yes.

@33:18 - andres victoria

Gotcha.

@33:22 - Thuy @Voshellspharmacy

Yes.

@33:25 - Julieta Rodriguez

Okay. Excellent. Any other questions? Anything else? Like Thuy mentioned, next week, you will be going a lot more in depth, specifically when it comes to compliance guidelines, when it comes to getting all of your credentials for GoHighLevel and everything else, access to all of our systems.

I think that once you are in, you will be able to have, you know, a bird's eye view of everything and see, you know, assess where you need to start from.

First, because I know that for Thuy results here are super important. That is the most important. So, yeah, you will have a better idea of everything, like how the company works and everything, when you have access to all of that.

But in the meantime, anything else? Any other questions?

**@34:27 - andres victoria**

I think I'm good.

**@34:29 - Ryan Christmas (iamryanxmas@gmail.com)**

I think I'm good. I'll go get my laptop.

**@34:33 - Julieta Rodriguez**

Excellent, excellent.

**@34:35 - Thuy @Voshellspharmacy**

So, one more thing. So, what I have in mind next week is, so I do have an SDR team that I onboarded this week, like a couple of days ago.

They started like two days ago, the SDR team. So next week, what I do is I meet with them in the morning, in the afternoon.

Usually, I do a session, education sessions about the compounds, so that you guys kind of

**ACTION ITEM: Email meeting summary + team contacts to Thuy, Ryan, Andres - WATCH**

@36:00 - Julieta Rodriguez

I will clarify that that's the one. And yeah, I will send you a summary of what we discussed. You will have everyone's contact information.

And yeah, I am very happy for all of you. I think that these are going to be great additions to to your team, Thuy.

And I wish all of you the best of luck.

@36:24 - Thuy @Voshellspharmacy

All right.

@36:25 - andres victoria

Thank you, Julieta.

@36:26 - Julieta Rodriguez

Excellent. Thank you. Thuy, can I get two seconds with you? I promise it's gonna be short.

@36:33 - Thuy @Voshellspharmacy

I promise. That's fine.

@36:34 - Julieta Rodriguez

Okay.

@36:35 - Thuy @Voshellspharmacy

Bye everyone. Thank you, guys. Happy weekend.

[@36:37](#) - Ryan Christmas (iamryanxmas@gmail.com)

And then I'll see you next week.

[@36:39](#) - Julieta Rodriguez

Have a great weekend.

[@36:40](#) - andres victoria

Bye bye. Bye everyone. Thank you.

[@36:52](#) - Julieta Rodriguez

Bye bye.